# Stormont Lodge
# Care Home Service

Kirk Wynd
Blairgowrie
PH10 6HN

Telephone: 01250 872 853

**Type of inspection:**
Unannounced

**Completed on:**
15 October 2026

**Service provided by:**
Balhousie Care Limited

**Service provider number:**
SP2010011109

**Service no:**
CS2010272077

## About the service

Stormont Lodge is a care home located in the rural town of Blairgowrie, Perthshire. Accommodation is located over three floors, with access to the second and third floors by stairs or a lift. There is an enclosed garden area, which can be used by people and their visitors.

The home is registered to provide care for up to 32 older people, at the time of the inspection there were 27 people living in the home.

## About the inspection

This was an unannounced inspection which took place from 13-15 October 2026. The inspection was carried out by three inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations we:

- Spoke with seven people using the service and 12 of their families

- Spoke with 11 staff and members of the management team

- Spoke with two visiting professionals

- received 10 completed questionnaires from people using the service

- received nine completed questionnaires from family members of people using the service

- received 11 completed questionnaires from staff

- received 10 completed questionnaires from visiting professionals

- Observed practice and daily life

- Reviewed documents

## Key messages

• Up to date, person centred care plans and access to external professionals supported people's health and wellbeing
• A clean environment and infection prevention and control measures helped protect people from infection
• People experienced consistent care from a largely long-standing team who knew their needs well
• People's skills and abilities were valued, and their independence was promoted
• There were warm and caring interactions between staff members and people being supported
• The renovated garden, 'shop' and vegetable-growing activities offered meaningful opportunities for outdoor activity and social contact
• Regular maintenance helped keep the environment safe
• The leadership team promoted an open-door policy which supported a positive working culture

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| | |
|---|---|
| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |
| How good is our setting? | 4 - Good |

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There were kind and caring interactions between staff and the people they supported. Staff appeared to know people well, which helped ensure their care was carried out according to their individual preferences. People praised the care they received from staff and told us they were happy living in the service. One person told us, 'I love the care home. Staff are nice and they treat me nicely' and 'Staff are all very kind'. Relatives told us they felt reassured by the good communication from the staff and told us, 'We are delighted with the care as are the rest of the family'. Positive relationships had been developed, and this enhanced people's overall wellbeing.

Care plans were personalised with lots of detail. This information was clear and gave an insight into the person and what they had achieved each day. There were several assessments in place to monitor people's conditions, such as weight and skin condition. Evidence of external professionals visiting the service offering advice and support, helped reassure people that they were receiving the right care from the right person. This helped people keep overall good health.

The recently renovated garden was a significant strength. It was fully accessible, and people and their families had been involved in decisions about its design and features. A shop within the garden had been well received. It has helped to reduce stress and distress, while also giving people opportunities for exercise, social contact and an everyday shopping experience.

The polytunnel was used to grow vegetables, and people had been involved in choosing what to plant. People took pride in caring for the vegetable patch and harvesting produce, which was then used at mealtimes, including tomatoes in sandwiches, on toast and in salads. This was a positive example of meaningful activity being linked to everyday life. People told us how much they were enjoying the new outside facilities.

Food was home cooked and looked appetising. Fresh drinks and snacks were readily available for people to help themselves in communal areas and bedrooms and provided throughout the day. People's weight and nutritional needs were effectively supported by care planning and discussions in daily staff 'flash meetings'. As a result, people's nutritional needs were being met.

Medication administration processes were managed well. Regular audits were taking place and provided an oversight of all medication administration. As required medication protocols (PRN) were in place to inform staff of when to administer this medication appropriately for people. This helped ensure people were supported to take their medication safely.

Infection prevention and control (IPC) procedures were in place and this helped keep people safe. Staff IPC training compliance was high. Staff explained outbreak procedures clearly and used personal protective equipment (PPE) correctly. PPE was readily available, helping staff reduce infection risks and keep people safe.

The home was clean, tidy, and free from any offensive odours and cleaning schedules were in place. Domestic staff understood which products to use for specific infections and how to prevent cross-contamination. An IPC champion, environmental audits, daily walkarounds and clear guidance supported safe practice and oversight.

## How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were working hard and were enthusiastic about their work. They were clear about their roles and what was expected of them and demonstrated a good knowledge of people's care and support needs. Staff were working well together as a team and were visible within the home. People told us, 'The carers are very good and helpful' and my family member gets on well with the staff and it feels like a family atmosphere'. People had confidence in the team who supported them with their care.

Recruitment practices were safe and robust, with effective oversight of professional registration requirements. Systems were in place to ensure staff were suitable and appropriately registered, supporting people's safety.

The leadership team carried out staff observations to monitor any practice issues such as handwashing, donning and doffing personal protective equipment (PPE), general interactions between staff and people and medication administration. Staff were practicing in a way which was consistent with the Health and Social Care Standards. Feedback was given to staff in order for them to improve or to highlight good practice. This meant any areas for improvement were picked up quickly in order to deliver good quality care to people.

Staff were receiving regular supervision, appraisals and team meetings to support practice. This allowed for opportunities to share lessons learned and also supported staffs learning and development which meant people were being supported by competent staff who had the opportunity to regularly improve their skills and knowledge.

Staff were working well together as a team. We were told, 'I love it here, if you can smile for anybody that is the meaning of life' and 'This is my family'. People told us they felt well supported by the leadership team and appreciated the leadership's 'open door policy'. The staff team were, overall, long standing and as a result, people experienced consistent care and support.

We observed caring interactions and kindness towards people, which made the environment feel friendly and warm. People experienced a positive environment which helped them achieve their full potential.

The service used a dependency tool which helped inform leadership of the required staffing to meet people's needs, together with their knowledge of people's needs. The manager had good oversight of the importance of using a flexible approach to meeting people's needs. Staff told us 'if we need more support with people at a certain time, staffing would be and has been increased' This ensured the correct skill mix of staff, and that staff worked across all units to get to know all residents in the home. This meant people were experiencing holistic support, with meaningful interaction, from staff who knew them well.

## How good is our setting? 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There were regular and planned arrangements for the maintenance of the home. Staff reported any defects or repairs, and these were actioned quickly or referred on to an outside contractor. This helped to maintain a safe environment for people.

The service benefited from a variety of different areas for people to spend their time. Smaller sitting and dining areas were bright, well-lit and decorated appropriately. People's bedrooms were personalised and reflected the personalities of the people who occupied them. It was clear that people had been consulted and given choices as to how they wanted their personal space to look and feel.

People were accessing the wider community with trips out to local garden centres and local beauty spots. Local nursery and school children also visited the home. As a result, people had a sense of inclusion, belonging and worth.

People were able to move around the home independently and accessed different areas if they were physically able. Signs and handrails also helped people find their way around and move through the home, this supported their freedom to choose where they spent their time.

Although corridors were long, small seating areas provided places for people to rest as they moved around the home. One of these areas had been redecorated in consultation with people living in the home. This gave people a say in their surroundings and helped make shared spaces more personal.

The recently renovated garden area provided opportunities for people to spend time outdoors. People told us they had enjoyed using it throughout the summer since the renovation finished. Seating areas and a new ramp helped make the garden more accessible.

The service had completed the King's Fund environment assessment tool in April 2025, this tool is used to evaluate how well the environment supports people living with dementia. This tool provided a basis for reviewing the surroundings however where areas of improvement had been identified a clear action plan had not been made. The environment would benefit from a further assessment to reflect the changes made since April 2025 and identify any remaining improvement areas.

Bathing facilities did not fully support people's privacy, dignity and choice. Due to the layout of the building some people needed to pass communal areas on their way to and from bathing, which compromised their privacy and dignity. They could also have to wait to have a bath or shower, limiting their choice about their daily routines. The age and layout of the building restricted the changes that could be made, but these limitations did not lessen the impact on people.

## Complaints

There have been no complaints upheld since the last inspection.  Details of any older upheld complaints are published at www.careinspectorate.scot.

## Detailed evaluations

| How well do we support people's wellbeing? | 5 - Very Good |
|---|---|
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |

| How good is our staff team? | 5 - Very Good |
|---|---|
| 3.2 Staff have the right knowledge, competence and development to care for and support people | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

| How good is our setting? | 4 - Good |
|---|---|
| 4.2 The setting promotes people's independence | 4 - Good |

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